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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

JUL 16 2004

Applicant(s): John T. McDonald, et al.

Examiner: Todd D. Ingberg

Serial No.: 09/814,043

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For: FLEXIBLE INFRASTRUCTURE FOR  
MANAGING A PROCESS (As Amended)

Dated: July 16, 2004

Confirmation No.: 3529

OFFICIAL

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 C.F.R. §1.312

Sir:

Please amend the subject patent application as follows:

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Dated: July 16, 2004

John S. Sensny  
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TODD INGBERG  
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